

# Case Status Summary

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## 1. Introduction

The “**Case Status Summary**” window performs multiple functions. The first function is to add the application form to the Request For Information (RFI), and the second is to print the application form when a telephone interview is completed. You will return to this window to complete the editing process prior to dispositioning a case, too. You may run the edits at any time to help ensure you have answered all the mandatory questions, verified all required fields and added any necessary verification requests to the RFI. Directions for adding the application to the RFI and/or printing the application will be covered later in this chapter.

The “**Case Status Summary**” window functions as a To Do List for each case. It identifies areas of mandatory entry that are not completed. The categories identifying the areas requiring correction or resolution are:

- **Edits**
- **Forms**
- **Referrals**
- **Request For Information**
- **Verifications**

## 2. Case Status Summary

The six fields/grids in the “**Case Status Summary**” window are

- **Program**
- **Current control date only**
- **From (calendar)**
- **Through (calendar)**
- **Directory Tree**
- **Case Status Detail**

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program:  Current control date only: ☒ From:  Through:

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	CHILD SUPPORT	
2/1/2005	Verification	MARITAL STATUS	
2/1/2005	Verification	SSN	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	STUDENT	
<b>SIMPSON, HOMER</b>			
	Referral	SS-5-Social security number application request	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005

Unresolved

Find OK

Programs

Case Status Detail

Detail  
Override  
Refresh List  
Edit Case  
Latest edit:  
Application  
Rpts & Forms  
Add to RFI

A detailed description of each of the fields follows.

- Program** Allows you to select the program you wish to edit. ACE will default to “**All Programs**”. Use the ▼ (down arrow) to view the other available programs known to the customer.
- Current control date only** If the ☐ (box) has a ✓ (check mark) in it, ACE will only edit for the current control date. Not used for KidsCare.
- From** The ☐ (box) and drop down calendar are enabled when “**Current control date only**” is *not* checked. Not used for KidsCare.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program:  Current control date only: ☒ From:  Through:

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	CHILD SUPPORT	
2/1/2005	Verification	MARITAL STATUS	
2/1/2005	Verification	SSN	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	STUDENT	
<b>SIMPSON, HOMER</b>			
	Referral	SS-5-Social security number application request	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005

Unresolved

Find OK

Program

From

Current control date only

Detail  
Override  
Refresh List  
Edit Case  
Latest edit:  
Application  
Rpts & Forms  
Add to RFI

- **Through** The ☐ (box) and drop down calendar are enabled when “**Current control date only**” is *not* checked. Not used for KidsCare.
- **Directory Tree** Displays a list of all group members in a directory tree, and provides a tree directory for edits, forms, referrals, RFIs, and verifications.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 02/19/2004 Through: 02/18/2006

**Case Status**

- SIMPSON, BART
- SIMPSON, HOMER
- SIMPSON, LISA
- SIMPSON, MARGE
- Request for Information

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	CHILD SUPPORT	
2/1/2005	Verification	MARITAL STATUS	
2/1/2005	Verification	SSN	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	STUDENT	
<b>SIMPSON, HOMER</b>			
2/1/2005	Form	WAGES	
	Referral	SS-5-Social security number application request	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005

Buttons: Detail, Override, Refresh List, Edit Case, Latest edit, Application, Rpts & Forms, Add to RFI

Unresolved Find OK

- **Case Status Detail** Displays detailed information on the verifications, edits, referrals, RFIs, and forms. The “**Case Status Detail**” contains the following fields:

- **Control Dt** Displays the control date for which the correction is needed.
- **Category** Displays the type of category. For example: RFI, edits, referrals, verifications, etc.
- **Description** Describes what the missing information is. For example: Wages.
- **Verify Dt** Displays the date the verification was completed.

- **Resolved**

Displays the resolution date entered on the “Referral” detail window.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 02/19/2004 Through: 02/18/2006

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	CHILD SUPPORT	
2/1/2005	Verification	MARITAL STATUS	
2/1/2005	Verification	SSN	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	STUDENT	
<b>SIMPSON, HOMER</b>			
2/1/2005	Form	WAGES	
	Referral	SS-5-Social security number application request	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005

Unresolved

Find OK

Case Status Detail

When you first view the “Case Status Summary” field in the “Directory Tree” grid, you will see a + (plus sign) to the left of the words Case Status ( + Case Status ). The + (plus sign) indicates there are additional directories within the Case Status.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 02/19/2004 Through: 02/18/2006

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	CHILD SUPPORT	
2/1/2005	Verification	MARITAL STATUS	
2/1/2005	Verification	SSN	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	STUDENT	
<b>SIMPSON, HOMER</b>			
	Referral	SS-5-Social security number application request	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005

Unresolved

Find OK

Case Status

To view the additional directories, place the cursor directly on the + (plus sign) and click. This expands the directory tree.

**Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)**

Program:  Current control date only: ☒ From:  Through:

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	CHILD SUPPORT	
2/1/2005	Verification	MARITAL STATUS	
2/1/2005	Verification	SSN	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	STUDENT	
<b>SIMPSON, HOMER</b>			
2/1/2005	Form	WAGES	
	Referral	SS-5-Social security number application request	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005

Unresolved

Find OK

Detail  
Override  
Refresh List  
Edit Case  
Latest edit:  
Application  
Rpts & Forms  
Add to RFI

Case Status displaying group members

You should now see all the group members with a + (plus sign) next to the group member's name.

The + (plus sign) next to the group member's name indicates a directory for each member. To view the group member's directory, click directly on the + (plus sign) for the group member who you would like to view.

**Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)**

Program:  Current control date only: ☒ From:  Through:

Control Dt	Category	Description	Due Date	R
<b>SIMPSON, HOMER</b>				
2/1/2005	Form	WAGES		
2/1/2005	Verification	WAGES		

Unresolved

Find OK

Detail  
Override  
Refresh List  
Edit Case  
Latest edit:  
Application  
Rpts & Forms  
Add to RFI

Directory for each group member

There are nine buttons on the “Case Status Summary” window.

- **Detail**

Allows you to review, and/or modify, an entry on a detail window that was partially completed during the interview. Select one of the entries; click on the detail button to open the detail window.

- **Override**

Used by supervisors or the Technical Service

Center to bypass an edit.

- **Refresh List** Allows you to update the “**Case Summary Detail**” grid as you correct the verification information, or lack of information, that resulted in the item being displayed.
- **Edit Case** Causes the “**Edit Case**” pop-up window to appear.
- **Application** Causes the “**Form/RFI Detail**” window to appear.
- **Rpts & Forms** Causes the “**Reports & Forms**” pop-up window to appear.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 02/19/2004 Through: 02/18/2006

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	CHILD SUPPORT	
2/1/2005	Verification	MARITAL STATUS	
2/1/2005	Verification	SSN	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	STUDENT	
<b>SIMPSON, HOMER</b>			
2/1/2005	Form	WAGES	
	Referral	SS-5-Social security number application request	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005

Unresolved

Find OK

Detail  
Override  
Refresh List  
Edit Case  
Application  
Rpts & Forms

- **Add to RFI** Allows you to add a miscellaneous item to the RFI.
- **Find** Searches for a new individual.
- **OK** Saves information entered on that window, and closes the window.

**Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)**

Program: **ALL PROGRAMS** Current control date only: ☒ From: ☐ 02/19/2004 Through: ☐ 02/18/2006

**Case Status:**

- ☒ SIMPSON, BART
- ☒ SIMPSON, HOMER
- ☒ SIMPSON, LISA
- ☒ SIMPSON, MARGE
- ☒ Request for Information

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	CHILD SUPPORT	
2/1/2005	Verification	MARITAL STATUS	
2/1/2005	Verification	SSN	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	STUDENT	
<b>SIMPSON, HOMER</b>			
2/1/2005	Form	WAGES	
	Referral	SS-5-Social security number application request	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005

Unresolved

Find
OK

Detail

Override

Refresh List

Edit Case

Latest edit:

Application

Ppts & Forms

Add to RFI

### 3. Editing the Case

The “**Case Status Summary**” window functions as a To Do List for a specific case. This window identifies mandatory entries that are required in order to determine eligibility, and those that are incomplete and must be resolved. The categories identifying the areas requiring correction or resolution are:

- **Edit**

The “**Case Status Summary**” window edits the case and provides notice of all fields that have not been completed, but are mandatory entries. For example: Language is required.
- **Forms**

The “**Case Status Summary**” window will identify forms that are mailed out, and not returned. For example: Verification of Employment.
- **Referrals**

The “**Case Status Summary**” window looks for all referrals that have not been resolved and provides a list showing the incomplete referrals. For example: Social Security Number.
- **Verifications**

The “**Case Status Summary**” window allows you to review a list of required verifications, and identifies those still outstanding. When you entered information on the windows/tabs during the data entry of your application, ACE did not force you to verify items before you forwarded to the new tab. However, you do need to complete all verifications prior to

approving the case. The “**Case Status Summary**” window allows you the opportunity to see what items have not been verified. For example: Social Security Number.

- **Request for Information**

The “**Case Status Summary**” window looks for all items included on the Request For Information (RFI) that have not been completed, and lists those items. For example: Income.

**Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)**

Program: ALL PROGRAMS Current control date only: ☒ From: 03/01/2004 Through: 03/01/2006

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Edit	Graduation Date is required	
2/1/2005	Edit	Warning: Person in household not linked to another...	
2/1/2005	Edit	Type of School is required	
2/1/2005	Edit	WTPY REQUESTED	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	RESIDENT	2/24/2005
2/1/2005	Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/24/2005
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	2/24/2005
2/1/2005	Verification	SSN	2/24/2005
2/1/2005	Verification	MARITAL STATUS	2/24/2005

Buttons: Detail, Override, Refresh List, Edit Case, Latest edit: 2/24/2005, Application, Rpts & Forms, Add to RFI

Unresolved Find OK

One of the unique features of this window is that you can select an edit, referral, form, or verification directly from the “**Case Status Summary**” window. ACE will travel to that window where the edit, referral, form, or verification originated, allowing you to make the corrections. Additional information on completing edits, referrals, forms, or verifications directly from the “**Case Status Summary**” window will be explained throughout this section.

The first step upon completion of the Triage is to edit the case. When you edit the case, all categories (edit, form, referral, and verification) will appear. To edit the case, click on “**Edit Case**”.



Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 03/01/2004 Through: 03/01/2006

Case Status

- SIMPSON, BART
  - SIMPSON, HOMER
    - Edit
    - Form
    - Referral
    - Verification
  - SIMPSON, LISA
  - SIMPSON, MARGE
  - Request for Information

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Edit	Graduation Date is required	
2/1/2005	Edit	Warning: Person in household not linked to another...	
2/1/2005	Edit	Type of School is required	
2/1/2005	Edit	WTPY REQUESTED	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	RESIDENT	2/24/2005
2/1/2005	Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/24/2005
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	2/24/2005
2/1/2005	Verification	SSN	2/24/2005
2/1/2005	Verification	MARITAL STATUS	2/24/2005

Unresolved

Find OK

Detail  
Override  
Refresh List  
Edit Case  
Latest edit: 2/24/2005  
Application  
Rpts & Forms  
Add to RFI

**Edit Case**

The “**Edit Case**” pop-up window has the following fields:

- **Applicant** Displays the name of the customer.
- **Control Date** Identifies the month ACE is editing.
- **Person** Displays the group member being edited.
- **Program** Displays the name of the program being edited.
- **Action** Displays the name of the window being edited.

**Edit Case**

Applicant: \_\_\_\_\_

Control Date: \_\_\_\_\_

Person: \_\_\_\_\_

Program: \_\_\_\_\_

Action: \_\_\_\_\_

Edit Case OK Cancel

**Applicant**

**Control Date**

**Person**

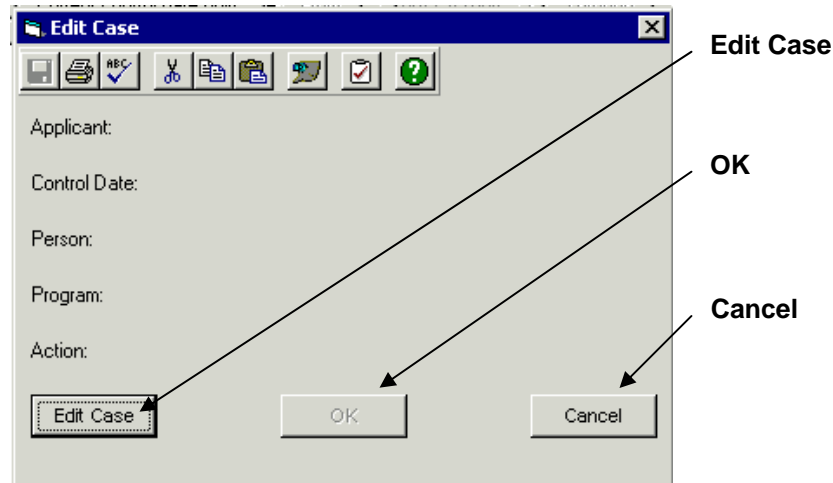
**Program**

**Action**

The “**Edit Case**” pop-up window has three buttons:

- **Edit Case** Clicking on this button results in ACE editing the case.

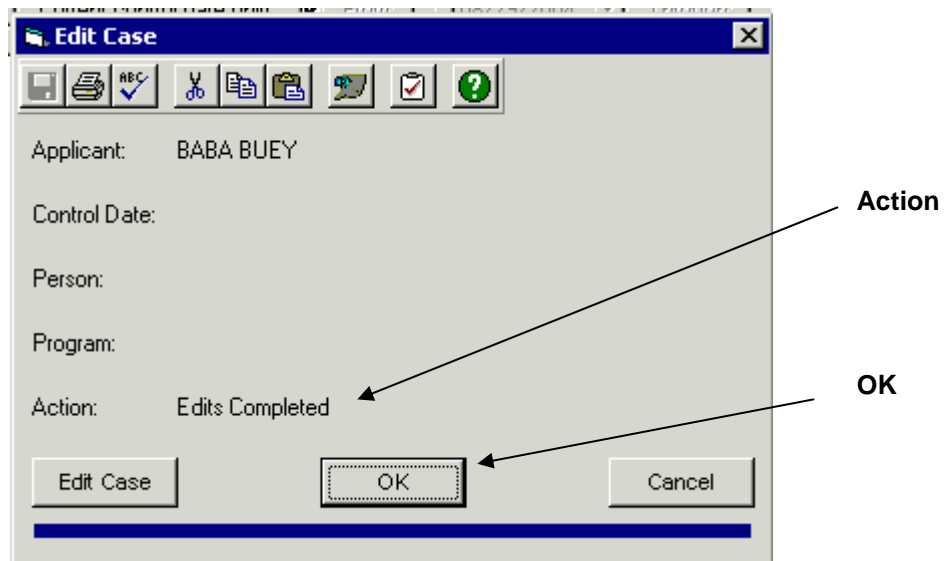
- **OK** Used to close the window after the edit search is completed.
- **Cancel** Closes the window, and does not edit the case.



To edit the case, click on the “**Edit Case**” button.

Once you click on the “**Edit Case**” button, ACE begins the editing process. The fields on the “**Edit Case**” window that were previously blank now have information displayed. As ACE edits the case, each group member’s name is displayed as the mandatory entries are checked for that group member. This is a continuous process performed by ACE, until all group members’ entries have been edited.

When ACE has completed the editing process, the “**Action**” field displays the message “**Edits Complete**”.



To close the **“Edit Case”** pop-up window, and return to the **“Case Status Summary”** window, click **“OK”**.

Upon returning to the **“Case Status Summary”** window, the following categories are displayed.

- **Edit**
- **Form**
- **Referral**
- **Verification**

In ACE, edit items are color-coded based on the actions that have been, or need to be, taken:

If the edit item is...	The edit item color is...
Unresolved	Red
Resolved	Black
Overridden	Blue

Items that are resolved will have either a verified date, or resolved date, displayed.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: From: 03/01/2004 Through: 03/01/2006

Case Status

- SIMPSON, BART
- SIMPSON, HOMER
  - Edit
  - Form
  - Referral
  - Verification
- SIMPSON, LISA
- SIMPSON, MARGE
- Request for Information

Unresolved

Category	Description	Verify Dt	Resolved
<b>SIMPSON, HOMER</b>			
Edit	Warning: Person in household not linked to another...		
Form	WAGES		2/24/2005
Referral	SS-5-Social security number application request		2/17/2005
Verification	AGE	2/3/2005	
Verification	ENROLLMENT CHOICE	2/3/2005	
Verification	ENROLLMENT CHOICE	2/3/2005	
Verification	MARITAL STATUS	2/3/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	3/1/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/24/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/24/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/9/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/7/2005	
Verification	SSN	2/8/2005	

Detail  
Override  
Refresh List  
Edit Case  
Latest edit: 3/1/2005  
Application  
Rpts & Forms  
Add to RFI

Find OK

Annotations: Edit, Form, Referral, Verification; Resolved; Verify Dt

#### 4. Edits

To view edits only, click on “**Edits**” in the “**Directory Tree**” grid.

To resolve an edit, place the cursor on the edit in the “**Case Status Detail**” and double click.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: From: 03/01/2004 Through: 03/01/2006

Case Status

- SIMPSON, BART
- SIMPSON, HOMER
  - Edit
  - Form
  - Referral
  - Verification
- SIMPSON, LISA
- SIMPSON, MARGE
- Request for Information

Unresolved

Category	Description	Verify Dt	Resolved
<b>SIMPSON, HOMER</b>			
Edit	Warning: Person in household not linked to another...		
Form	WAGES		2/24/2005
Referral	SS-5-Social security number application request		2/17/2005
Verification	AGE	2/3/2005	
Verification	ENROLLMENT CHOICE	2/3/2005	
Verification	ENROLLMENT CHOICE	2/3/2005	
Verification	MARITAL STATUS	2/3/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	3/1/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/24/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/24/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/9/2005	
Verification	STATE EMPLOYEE MEDICAL BENEFITS	2/7/2005	
Verification	SSN	2/8/2005	

Detail  
Override  
Refresh List  
Edit Case  
Latest edit: 3/1/2005  
Application  
Rpts & Forms  
Add to RFI

Find OK

Annotation: Edit

This action opens the window and tab from which the edits originated. For example, the edit, “**Warning: Person in household not linked to another**”, is for applicant named Homer Simpson. When you double click on the edit, the “**Relationship**” tab on the “**Group/Relationship**” window opens. In order to resolve the edit, link Homer to the rest of the household.

Group (HOMER SIMPSON - APPLICANT - 100061751, 2/1/2005)

Group Assignment Relationship

Group list: HOMER SIMPSON Control date: Feb 2005

Relationships:

- SPOUSE OF
- CHILD OF
- PARENT OF**
- SIBLING OF
- PARENT OF ADULT
- STEP-PARENT OF
- FOSTER-PARENT OF
- GRANDPARENT OF
- UNCLE OF
- AUNT OF

Group members:

	Age:	Household:
MARGE SIMPSON	26	<input checked="" type="checkbox"/>
BART SIMPSON	6	<input checked="" type="checkbox"/>
LISA SIMPSON	3	<input checked="" type="checkbox"/>

Household

Add

Remove

Group relationships:

HOMER SIMPSON	SPOUSE OF	MARGE SIMPSON
HOMER SIMPSON	PARENT OF	LISA SIMPSON
HOMER SIMPSON	PARENT OF	BART SIMPSON
MARGE SIMPSON	PARENT OF	BART SIMPSON
MARGE SIMPSON	PARENT OF	LISA SIMPSON

Back Find OK Cancel Forward

Linking customer to the rest of the household

**Remember:** Make sure you are entering the information for the correct group member.

ACE will open the window from which the edit originated with the selected group member's information. Use the "**Group List**" field to open the drop down list to view, and select, the correct person.

In the following example, the edit requires entry of the correspondence language, and double-clicking on the edit will take you to the "**Address**" tab on the "**Personal Data**" window. You then need to be sure you select the correct group member.

Personal Data (HOMER SIMPSON - APPLICANT - 100061751, 2/1/2005)

Living Arrangement: ☐ Eligibility: ☐

Demographic: ☐ Citizenship/Residency: ☐ Student Status: ☐ Address: ☐

Group list: **HOMER SIMPSON** ☒ Member of household Feb 2005

Residence:  Street 1: 1234  Street 2:

City: PHOENIX  Zip: 85008  Country: U.S.A.

Residence county: MARICOPA

Home: 602-555-9876 Ext:  Business: - - Ext:

Cell/Pager: - - Ext:  E-mail:

Copy residence to household  Copy residence to person...  Copy residence to mailing

Mailing:  Street 1: 1234 N. EVERGREEN ST  Street 2:

City: PHOENIX  State: AZ  Zip: 85008  Country: U.S.A.

Copy mailing to household  Copy mailing to person...  Copy mailing to residence

Correspondence Language: ENGLISH

Back  Find  OK  Cancel  Forward

**Group List**

In this example, to resolve the edit you would select a Correspondence Language, then click on “**OK**” to return to the “**Case Status Summary**” window.

## 5. Forms

To resolve a forms edit, double click on the edit, and the “**Verification Detail**” window appears. To view forms only, click on “**Form**” in the “**Directory Tree**” grid.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS  Current control date only: ☒ From: 02/19/2004  Through: 02/18/2006

Case Status

- Request for Information
  - SIMPSON, BART
  - SIMPSON, HOMER**
    - Form
    - Verification
  - SIMPSON, LISA
  - SIMPSON, MARGE

Control Dt	Category	Description	Due Date	R
		SIMPSON, HOMER		
2/1/2005	Form	WAGES		
2/1/2005	verification	WAGES		

Detail  Override  Refresh List  Edit Case  Latest edit:

Application  Rpts & Forms  Add to RFI

Unresolved  Find  OK

**Form**

For a form to be listed on the “**Case Status Detail**” grid, the “**Include on the RFI**” box must be checked on the “**Verification Detail**” window. For example, if the application form indicates that

the customer receives wages, but no verification was provided, you can obtain the customer's signature on the Request for Verification of Employment by including that form on the RFI.

**Verification Detail (MARGE SIMPSON - APPLICANT - 100061752, 2...**

Description: WAGES

Qualifier: Target

Value: \$200.00 Verified: Yes

Verification

Date: / / Collateral Document

Client Statement: Visual Declaration

Form

☒ Include Form on RFI Due: Resolved: / /

Print Form VERIFICATION - EMPLOYMENT

Request For Information

☒ Include Verification on RFI Due: Resolved: / /

Instructions: ☒ English ☐ Spanish

A copy of pay stubs or a letter from the employer that shows the gross amount of income for the month(s) of May.

Comments

1/5/05 Left message for customer at home phone #.

OK Cancel

Include Form on RFI

To resolve the forms edit, a resolved date is required. This is the date the customer returned the form to you. To enter the date, use the ▼ (down arrow) to open the drop down calendar and select the correct date, or type the date in the **“Resolved”** field.

After entering the resolved date, click **“OK”** to close the window.

Once the **“Verification Detail”** window is closed you will return to the **“Case Summary Status”** window. Click **“Refresh List”**.

**Form/RFI Detail**

Description: WAGES

Qualifier: Nuclear Power Plant

Form

☒ Include Form on RFI: Print Form Resolved: 02/24/2005

Request For Information

☒ Include Verification on RFI Due: 2/28/2005 Resolved: 02/18/2005

Instructions:

A copy of pay stubs or a letter from the employer that shows the gross amount of income for the month(s) of

Comments:

Customer stated that the check received on 1/26/05 was unusually high due to a one time inspection in which he had to work overtime. This will not occur again.

OK Cancel

**Resolved**

Once the window refreshes, a resolved date will appear, and the item changes from red (Unresolved) to black (Resolved).

## 6. Referrals

To view referrals only, click on **“Referral”** in the **“Directory Tree”** grid.

**Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)**

Program: ALL PROGRAMS Current control date only: ☒ From: 03/02/2004 Through: 03/02/2006

Case Status

- SIMPSON, BART
- SIMPSON, HOMER
  - Edit
  - Form
  - Referral**
  - Verification
- SIMPSON, LISA
- SIMPSON, MARGE
- Request for Information

Dt	Category	Description	Verify Dt	Resolved
		<b>SIMPSON, HOMER</b>		
	Referral	SS-5-Social security number application request		

Unresolved

Find OK

Detail Override Refresh List Edit Case Latest edit: 3/1/2005 Application Rpts & Forms Add to RFI

**Referral**

In the **“Case Status Detail”** grid, only referrals are displayed.



For a referral to be listed on the “**Case Status Detail**” grid a referral button is used on a detail window or a manual referral is created for tracking purposes. For example, on the “**Referrals by Applicant**” window, if you created a referral to the Social Security Administration the referral is displayed on the “**Case Status Detail**” grid.

If the customer indicated on the application that they did not have a Social Security Number, this window would have been opened and a referral completed. In the example below on the “**Personal Data**” window, “**Demographic**” tab, the “**Referral**” button was used.

The screenshot shows the 'Personal Data' window for HOMER SIMPSON. The 'Demographic' tab is active. The 'Referral' button is located in the 'Referral' field, which is currently set to 'Yes'. An arrow points to this button with the label 'Referral'.

Living Arrangement		Eligibility	
Demographic		Citizenship/Residency	Student Status
Address			

Group list: HOMER SIMPSON      Feb 2005

Name  
 Last: SIMPSON      First: HOMER      Middle initial:      Name Change: ☐ Yes ☒ No

Other Name  
 Last:      First:      Middle initial:      Name Change: ☐ Yes ☒ No

Marital status: MARRIED      Effective date: 10/08/2004      Verified: Yes ☒ R      Language: ENGLISH

Gender: ☒ M ☐ F      DOB: 01/05/1979      Verified: Yes ☒ N      DOD:      Verified: ☐ Yes ☒ No

SSN: - -      SSN appl date:      Verified: Yes ☒ R      Referral: Yes

Ethnicity: OTHER      Native American: ☐ Yes ☒ No

Tribe:      On reservation: ☐ Yes ☒ No

Reservation:      Willing to pay premium: ☒ Yes ☐ No ☐ Unknown      Verified: Yes ☒ N

Pregnancy  
 Is applicant pregnant: ☐ Yes ☒ No  
 How many children are expected:      Expected due date:      Verified: ☐ Yes ☒ No

Buttons: Back      Find      OK      Cancel      Forward

Clicking on the “**Referral**” button opened a “**Referral Detail**” window.

To resolve the referral, use the ▼ (down arrow) in the “**Resolution**” field to view the resolution options, and select the option that best describes the reason the referral is being resolved.

**Referral Detail (HOMER SIMPSON - 100061751)**

**Referral information**

Assigned to: DAVID RUDNICK (DSRUDNIC)

Created by: DAVID RUDNICK (DSRUDNIC) Created Date: 02/17/2005

**Referral creation**

Referral description: SS-5-Social security number application request

Referral follow-up date: 02/22/2005 Due Date: 2/27/2005

Action required:  
Must receive a SSA-2853-OP4 showing that the application has been submitted

Additional information:

**Referral resolution**

Resolution: Unresolved

Resolved by: Unresolved  
Received an SSN  
Received SSA Application Confirmation

Resolution Comments:  
The customer provided the Social Security Number.

Print OK Cancel

**Resolution Options**

**Resolution Comments**

The “**Resolved by**” and **Resolution date**” are automatically entered by the system when a resolution reason is selected.

When the resolution reason is entered, click “**OK**” to close the “**Referral Detail**” window, and return to the “**Case Status Summary**” window.

**Referrals** Chapter provides additional information on referrals.

Once the “**Referral Detail**” window is closed, click “**Refresh List**” on the “**Case Summary Status**” window.

The “**Resolved**” field displays the date the referral was resolved.

Once the window refreshes the information, a resolved date will appear, and the item changes from red (Unresolved) to black (Resolved).

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 03/02/2004 Through: 03/02/2006

Case Status

- SIMPSON, BART
- SIMPSON, HOMER
  - Edit
  - Form
  - Referral
  - Verification
- SIMPSON, LISA
- SIMPSON, MARGE
- Request for Information

Dt	Category	Description	Verify Dt	Resolved
<b>SIMPSON, HOMER</b>				
	Referral	SS-5-Social security number application request		3/2/2005

Detail

Override

Refresh List

Edit Case

Latest edit: 3/1/2005

Application

Rpts & Forms

Add to RFI

Find OK

## 7. Verification

To view verifications only, click on “**Verification**” in the “**Directory Tree**” grid.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 02/19/2004 Through: 02/18/2006

Case Status

- SIMPSON, BART
- SIMPSON, HOMER
- SIMPSON, LISA
- SIMPSON, MARGE
- Request for Information

Control Dt	Category	Description	Verify Dt
<b>SIMPSON, BART</b>			
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	CHILD SUPPORT	
2/1/2005	Verification	MARITAL STATUS	
2/1/2005	Verification	SSN	
2/1/2005	Verification	WILLING TO PAY PREMIUM	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	STUDENT	
2/1/2005	Verification	STUDENT	
<b>SIMPSON, HOMER</b>			
2/1/2005	Form	WAGES	
	Referral	SS-5-Social security number application request	
2/1/2005	Verification	AGE	2/3/2005
2/1/2005	Verification	ENROLLMENT CHOICE	2/3/2005

Detail

Override

Refresh List

Edit Case

Latest edit:

Application

Rpts & Forms

Add to RFI

Find OK

Unresolved

All required verifications are displayed on the “**Case Status Detail**” grid. If an item is displayed in black, it has been verified. If an item is displayed in red, it means a mandatory verification was *not* verified. For example, “child support” (income) is a mandatory verification item, but in this example it was not verified.

To complete the “**Verification Detail**” window, double click on the item you want to complete.

The “**Verification Detail**” window opens for the selected item. In this example, “**Wages**” was selected, and the “**Verification Detail**” window with this description.

In the “**Verification**” grid, select the appropriate means by which the verification was completed. For the example, “**Document**” was selected.

The screenshot shows the 'Verification Detail' window. Annotations with arrows point to specific fields:

- Description:** Points to the 'Description' text field containing 'WAGES'.
- Document:** Points to the 'Document' button in the 'Verification' grid.
- Verification Grid:** A bracket groups the 'Collateral', 'Document', 'Visual', and 'Declaration' buttons.

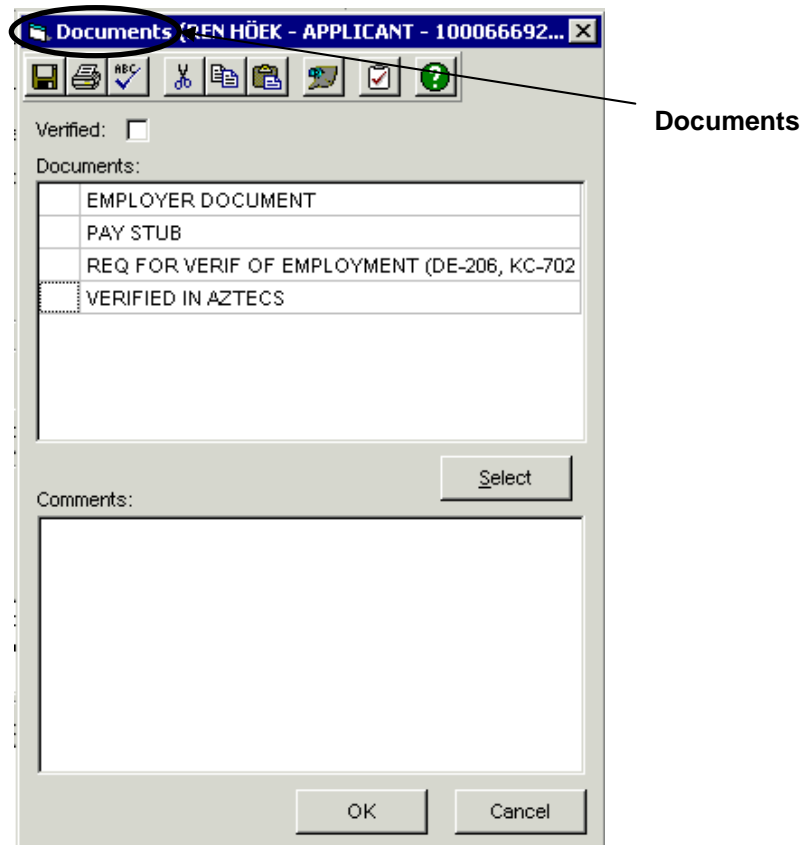
Other visible fields include:

- Qualifier:** Nuclear Power Plant
- Value:** (empty)
- Verified:** No
- Date:** (dropdown menu)
- Client Statement:** (checkbox)
- Form:** Includes 'Include Form on RFI' (checked), 'Due' date, 'Resolved' date, 'Print Form' button, and a text field containing 'VERIFICATION - EMPLOYMENT'.
- Request For Information:** Includes 'Include Verification on RFI' (checked), 'Due' date (2/28/2005), 'Resolved' date (02/18/2005), and an 'Instructions' text area.
- Comments:** A text area containing the note: 'Customer stated that the check received on 1/26/05 was unusually high due to a one time inspection in which he had to work overtime. This will not occur again.'

When the “**Documents**” window opens, select the document used to verify the item. In this example, verification is required for Employment, and a KC-702 is used as the verification. You may select more than one item if appropriate.



Remember, when you select a document and indicate it has been verified, you are confirming that the actual document is in the case file.



When you have completed your selection, click **“OK”**.

**Verification Chapter** provides additional information on verification.

Once the **“Documents”** window is closed, click **“Refresh List”** on the **“Case Summary Status”** window.

The **“Verify Dt”** field displays the date the verification was completed.

Once the window refreshes the information, a resolved date appears, and the item changes from red (Unresolved) to black (Resolved).

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 03/01/2004 Through: 03/01/2006

Control Dt	Category	Description	Verify Dt
2/1/2005	Verification	STATE EMPLOYEE MEDICAL BENEFITS	
2/1/2005	Verification	STATE EMPLOYEE MEDICAL BENEFITS	
2/1/2005	Verification	STATE EMPLOYEE MEDICAL BENEFITS	
2/1/2005	Verification	WILLING TO PAY PREMIUM	
2/1/2005	Verification	WAGES	2/3/2005
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	THIRD PARTY LIABILITY	
2/1/2005	Verification	THIRD PARTY LIABILITY	

Unresolved

Find OK

Refresh List

Verify Date

## 8. Request for Information

To view the items included on the RFI only, click on the + (plus sign) to the left of **“Request For Information”** in the **“Directory Tree”** grid. The customer’s name will appear with the + (plus sign) to the left of their name. Click on the + (plus sign).

In the example below, the **“RFI”** includes forms and verification requests. To view what forms were on the **“RFI”**, click on **“Form”**.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 02/19/2004 Through: 02/18/2006

Control Dt	Category	Description	Due Date
		SIMPSON, HOMER	
2/1/2005	Form	WAGES	
2/1/2005	Verification	WAGES	

Unresolved

Find OK

Request for Information

Form

To view the **“Form/RFI Detail”** window, double click on the item you want to complete. A **“Form/RFI”** pop-up window will appear.

To resolve the forms items, enter a resolved date. This would be the date the customer returned the form to you.

**Form/RFI Detail**

Description: WAGES

Qualifier: Nuclear Power Plant

Form

☒ Include Form on RFI: **Print Form** Resolved: 02/24/2005

Request For Information

☒ Include Verification on RFI Due: 2/28/2005 Resolved: 02/18/2005

Instructions:

A copy of pay stubs or a letter from the employer that shows the gross amount of income for the month(s) of

Comments:

Customer stated that the check received on 1/26/05 was unusually high due to a one time inspection in which he had to work overtime. This will not occur again.

OK Cancel

After entering the resolution date, click **“OK”** to close the window.

Once the **“Form/RFI”** window is closed, you will return to the **“Case Status Summary”** window. Click **“Refresh List”**.

The **“Resolved”** field displays the date entered on the **“Form/RFI”** window, in the **“Resolved”** field.

Once the window refreshes the information, a resolved date will appear, and the item changes from red (Unresolved) to black (Resolved).

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 03/01/2004 Through: 03/01/2006

Dt	Category	Description	Due Date	Resolved
<b>SIMPSON, HOMER</b>				
5	Form	WAGES		2/24/2005
5	Verification	WAGES		2/18/2005

Buttons: Detail, Override, Refresh List, Edit Case, Latest edit: 3/1/2005, Application, Rpts & Forms, Add to RFI, Find, OK

**Resolved** (points to 2/24/2005)

**Refresh List** (points to Refresh List button)

To view the verifications included on the “RFI”, click on “**Verification**”.

Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)

Program: ALL PROGRAMS Current control date only: ☒ From: 02/19/2004 Through: 02/18/2006

Control Dt	Category	Description	Due Date	R
<b>SIMPSON, HOMER</b>				
2/1/2005	Form	WAGES		
2/1/2005	Verification	WAGES		

Buttons: Detail, Override, Refresh List, Edit Case, Latest edit: , Application, Rpts & Forms, Add to RFI, Find, OK

**Verification** (points to Verification button in left tree)

**Verification** (points to Verification row in table)

Unresolved

To complete the “**Verification Detail**” window, double click on the item.

The “**Verification Detail**” window for the selected item will appear. In this example “**Wages**” was selected, and the “**Verification Detail**” window for income opens.



**Verification Detail (MARGE SIMPSON - APPLICANT - 100061752, 2...**

Description: WAGES  
 Qualifier: Target  
 Value: \$200.00  
 Verified: **Yes**

Verification

Date:  /  /  ☐ Collateral ☐ Document  
 Client Statement: ☐ ☐ Visual ☐ Declaration

Form

☒ Include Form on RFI Due:  Resolved:  /  /   
 Print Form VERIFICATION - EMPLOYMENT

Request For Information

☒ Include Verification on RFI Due:  Resolved:  /  /   
 Instructions: ☒ English ☐ Spanish  
 A copy of pay stubs or a letter from the employer that shows the gross amount of income for the month(s) of May.

Comments

1/5/05 Left message for customer at home phone #.

OK Cancel

In the “**Verification**” grid, select the appropriate means by which the verification was completed. In the example below, “**Pay Stub**” needs to be selected. Click on “**Document**” to open the detail window.

When you have completed your selection, click “**OK**”.

' and 'Documents:'. The 'Documents:' section contains a table with four rows: 'EMPLOYER DOCUMENT', 'PAY STUB', 'REQ FOR VERIF OF EMPLOYMENT (DE-206, KC-702', and 'VERIFIED IN AZTECS'. An arrow points from the text 'Pay Stub' to the 'PAY STUB' row. Below the table is a 'Comments:' section with a large text area and a 'Select' button. At the bottom are 'OK' and 'Cancel' buttons. An arrow points from the text 'OK' to the 'OK' button."/>

Documents (REN HÖEK - APPLICANT - 100066692...)

Verified: ☐

Documents:

EMPLOYER DOCUMENT
PAY STUB
REQ FOR VERIF OF EMPLOYMENT (DE-206, KC-702
VERIFIED IN AZTECS

Comments:

Select

OK Cancel

Pay Stub

OK

On the “**Verification Detail**” window in the “**Request For Information**” grid, complete the “**Resolved**” field by entering the date the information was received from the customer. Use the ▼ (down arrow) to view the calendar to select the date, or type in the date in the field.

**Verification Detail**

Description: WAGES

Qualifier: Nuclear Power Plant

Value:  Verified: **No**

Verification

Date:  ☐ Collateral ☐ Document

Client Statement: ☐ ☐ Visual ☐ Declaration

Form

☒ Include Form on RFI Due:  Resolved:

VERIFICATION - EMPLOYMENT

Request For Information

☒ Include Verification on RFI Due: 2/28/2005 Resolved: 02/18/2005

Instructions:

A copy of pay stubs or a letter from the employer that shows the gross amount of income for the month(s) of

Comments

Customer stated that the check received on 1/26/05 was unusually high due to a one time inspection in which he had to work overtime. This will not occur again.

**Resolved**

**Request for Information Grid**

Click **“OK”** when you have completed the **“Verification Detail”** entries.

**Verification** Chapter provides additional information on verification.

Once the **“Verification Detail”** window is closed, click on **“Refresh List”** on the **“Case Status Summary”** window.

The **“Resolved”** field displays the date the verification was completed.

Once the window refreshes the information, a resolved date will appear, and the item changes from red (Unresolved) to black (Resolved).

**Case Status Summary (HOMER SIMPSON - APPLICANT - 100061751)**

Program:  Current control date only: ☒ From:  Through:

**Case Status**

- ☒ Request for Information
  - ... SIMPSON, BART
  - ☒ SIMPSON, HOMER
  - ... SIMPSON, LISA
  - ... SIMPSON, MARGE

Id	Category	Description	Due Date	Resolved
<b>SIMPSON, HOMER</b>				
5	Form	WAGES	2/28/2005	
5	Verification	WAGES		2/18/2005

Latest edit:

Unresolved

Continue editing and refreshing the case until all edits, referrals, and verifications have been resolved.

The case is ready to disposition only after all edits, referrals and verifications have been resolved. Instructions for dispositioning cases are found in **Dispositioning** Chapter.



**Note:** You can deny a case without resolving all the edits, referrals and verifications.